

FIG. 1

START

"I WANT TO CONTACT JOHN"

RECEIVE USER
INPUT

PERFORM
RECOGNITION

DETERMINE
CONCEPT BASED ON
WORDS

FIND ATTRIBUTES OF
THE CONCEPT

FIND INFERENCE OF
THE CONCEPT

SCAN?

YES

NO

PERFORM SCANNING
ON MISSING CONCEPTS

PROMPT
THE USER?

YES

NO

ASK QUESTION TO
USER DIALOG

PROCESS REQUEST

END

NAME

JOHN JANE
...

CONTACT

NAME

EMAIL

CELLPHONE
#

HOME
PHONE #

FIG. 2

FIG. 3 is a diagram illustrating a fuzzy inference process for contact information.

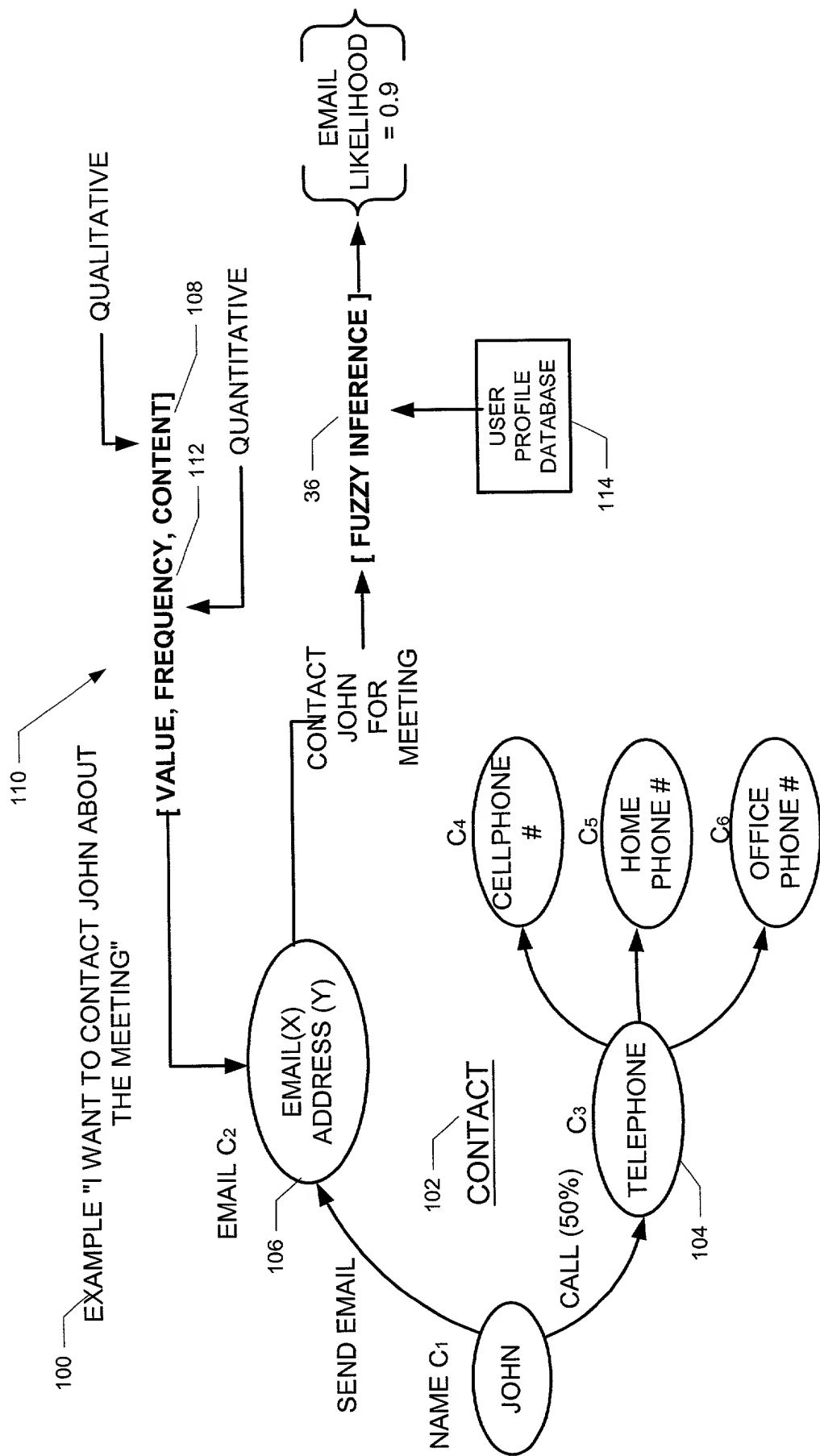


FIG. 3

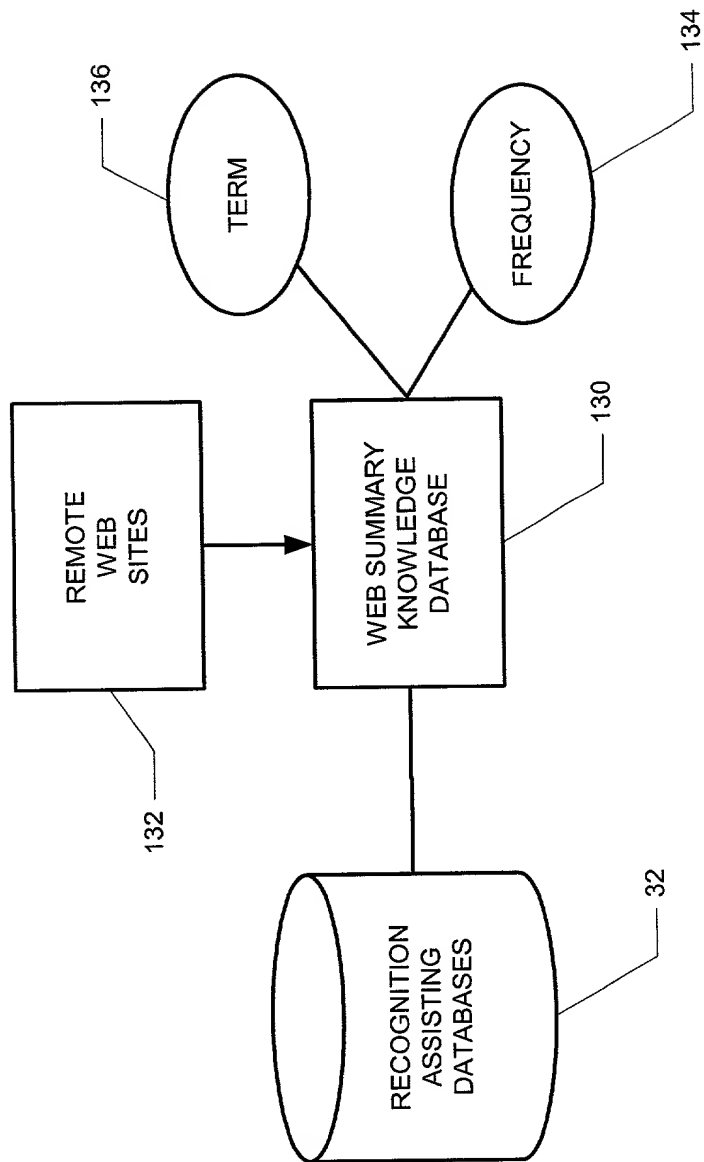


FIG. 4

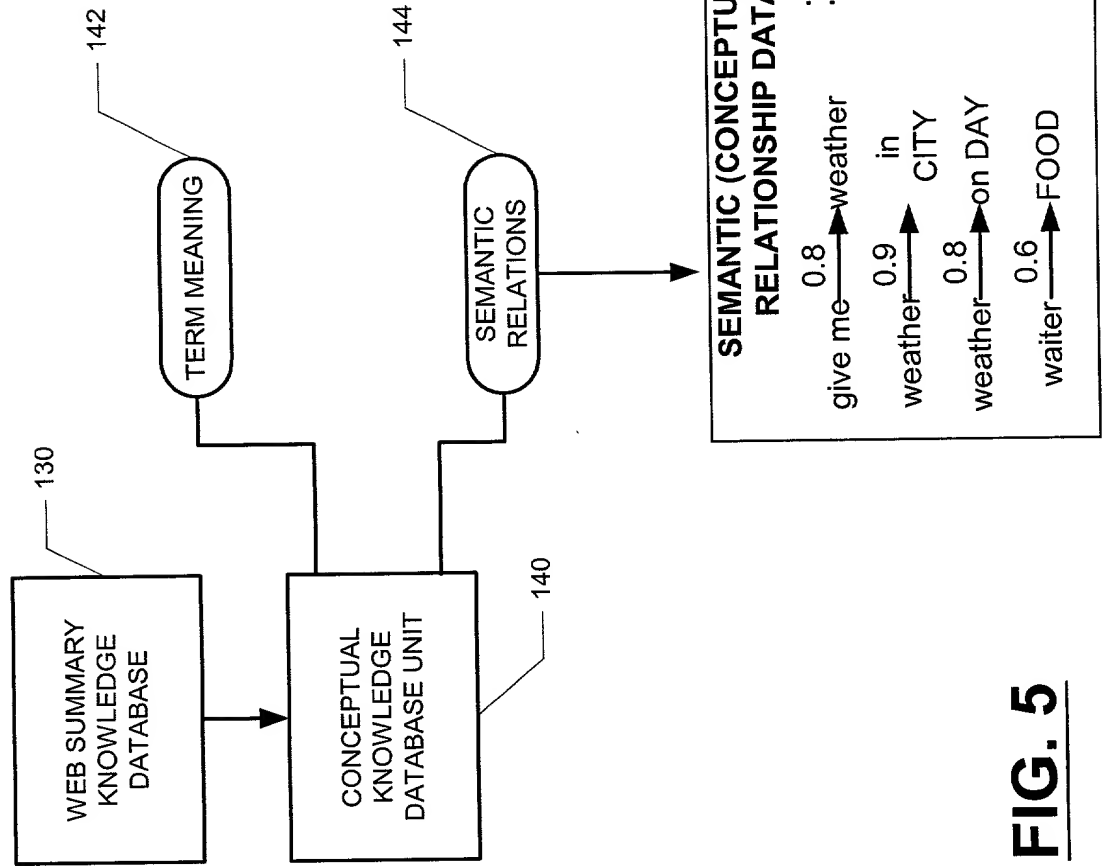


FIG. 5

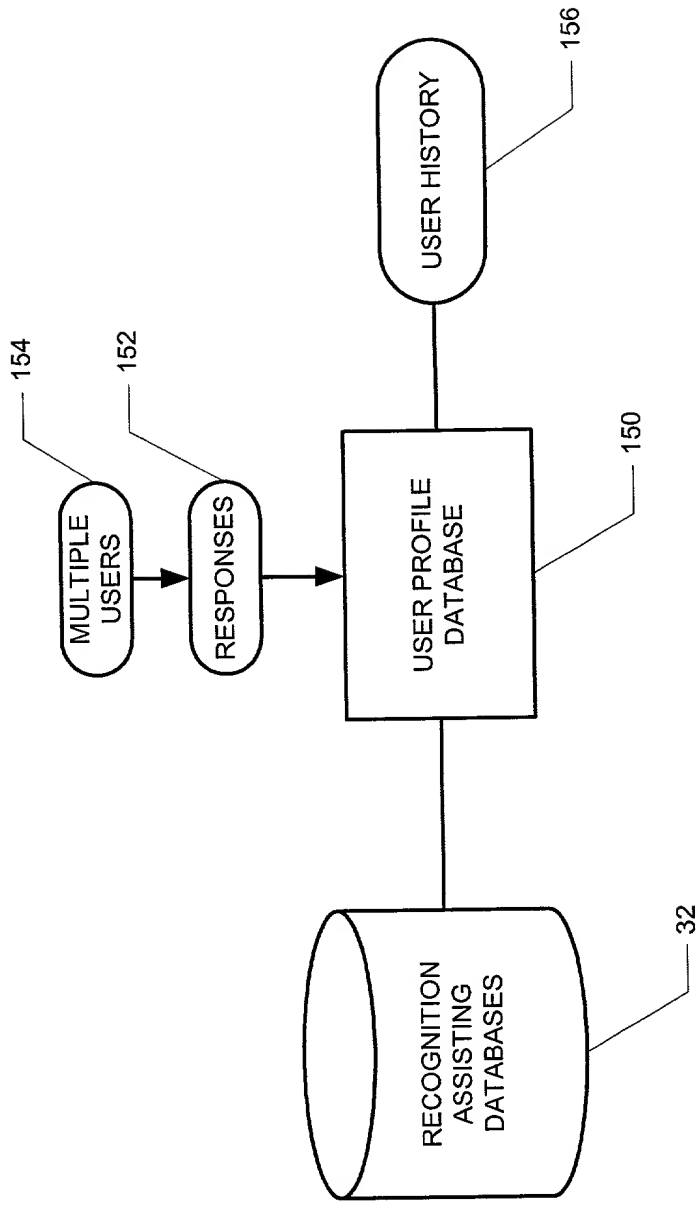


FIG. 6